Requesting Songs App
Privacy Policy

Operated by Kent Town LLC
Effective Date: May 5, 2026
Last Updated: September 30, 2026

Your privacy matters. This Privacy Policy explains what information we collect, how we use it, and how we protect it. By using the Requesting Songs App platform, you agree to the practices described in this Policy.

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Section 1. Introduction

Kent Town LLC (“Company,” “we,” “us,” or “our”) operates the Requesting Songs App platform, accessible at requestingsongs.com. This Privacy Policy describes how we collect, use, disclose, and protect information about you when you use our Service — whether as a musician subscriber (“Subscriber”) or as an audience member submitting song requests (“Fan”).

By using the Service, you consent to the data practices described in this Policy. If you do not agree to this Policy, please do not use the Service.

Section 2. Information We Collect

2.1 Information You Provide

From Subscribers (musicians):

- Name and email address (used for account creation and billing)
- Username (used to generate your public-facing URL at requestingsongs.com/{username})
- Payment information (processed and stored by Stripe; we do not store raw card data)
- Song catalogue content, display names, website links, and other profile information you enter into the editor dashboard
- Referral code (auto-generated at account creation, used to track referrals)
- Ambassador tier status (granted by Kent Town LLC at its discretion)

From Fans (audience members):

- Name (required to submit a song request — displayed to the artist along with your request)
- Song request text (the songs you select are forwarded to the artist)
- Opt-in email address (only if voluntarily provided by the Fan at the time of submission)

> **What this means in plain language:** when you submit a song request as a Fan, the name and songs you provide are sent to the artist whose page you are using. We act only as the messenger.

2.2 Information Collected Automatically

When you access the Service, we or our service providers may automatically collect:

- IP address and approximate geographic location
- Browser type and operating system
- Pages visited and features used within the Service
- Date and time of access

We use this information for security monitoring, debugging, and service improvement. We do not use it for behavioral advertising, and we do not sell your personal information.

2.3 Referral & Ambassador Data

If you participate in the referral program, we collect and store: your unique referral code, the referral codes of users who referred you, the number of confirmed paid referrals you have generated, referral credits (free months) earned and used, and ambassador tier status if applicable. This data is used solely to administer the

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referral and ambassador programs and is never sold or shared with third parties.

Section 3. How We Use Your Information

We use the information we collect to:

- Create and manage your Subscriber account
- Process subscription payments through Stripe
- Deliver transactional emails (account confirmations, subscription receipts, billing alerts) via EmailJS (emailjs.com)
- Operate and display your song request application at requestingsongs.com/{username}
- Forward Fan song requests to the relevant Subscriber so they can see what was requested at their show
- Allow Subscribers to optionally contact Fans who have provided opt-in email addresses
- Respond to customer support inquiries
- Improve, maintain, and secure the Service
- Comply with applicable legal obligations
- Administer the referral program, apply earned referral credits to your subscription, and track ambassador tier status

We do not use Fan data — including opt-in email addresses — for our own marketing purposes. Fan opt-in email addresses are shared only with the Subscriber whose song request page collected them.

Section 4. Information Sharing — We Do Not Sell Your Data

We do not sell, rent, or trade your personal information to any third party. We share information only as described below:

Service Providers

We use third-party service providers who process data on our behalf and are contractually required to protect it:

- Stripe — payment processing and subscription management (stripe.com)
- Supabase — database hosting and authentication (supabase.com)
- Railway — application hosting and deployment (railway.app)
- EmailJS (emailjs.com) — transactional email delivery
- Google — reCAPTCHA for spam prevention (policies.google.com/privacy)
- Google Ads — measuring sign-ups that come from our own advertising, on our marketing and sign-up pages only (policies.google.com/privacy)

Legal Requirements

We may disclose information if required by law, court order, or governmental authority, or to protect the rights, property, or safety of the Company, our users, or the public.

Business Transfers

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In the event of a merger, acquisition, or sale of all or substantially all of the Company's assets, your information may be transferred as part of that transaction. You will be notified via email and/or a prominent notice on the Service prior to any such transfer.

4.5 What We Share With the Artist; We Do Not Process Tips

> When you submit a song request, we collect the name and songs you provide and forward them to the performing artist. We do not process tips or payments. Any tipping happens directly between you and the artist on their chosen platform (such as Venmo, PayPal, Cash App, or another payment service the artist links from their request page), outside of requestingsongs.com.

Requesting Songs App is not a payment processor for Fan-to-artist tips. We do not see, hold, route, or take a cut of those tips. When you click a tip link after submitting a request, you leave our Service and interact directly with the artist on the third-party platform of the artist's choosing. That platform's own privacy policy and terms apply to the transaction.

Section 5. Data Retention

We retain your account information for as long as your account is active or as needed to provide the Service. After account cancellation or termination:

- Subscriber account data is retained for up to 90 days to allow for account recovery, then deleted
- Song catalogue and profile data is deleted within 90 days of account termination
- Fan song request data (including opt-in emails) is retained as long as the associated Subscriber account is active, and deleted within 90 days of account termination
- Payment records may be retained for up to seven (7) years as required by applicable tax and financial regulations
- Tier 3 (complimentary) ambassador accounts are exempt from inactivity-based deletion for as long as the Service remains operational

You may request deletion of your data at any time by contacting us at support@requestingsongs.com.

Section 6. Data Security

We take reasonable technical and organizational measures to protect your personal information from unauthorized access, use, alteration, or destruction. These measures include:

- HTTPS/TLS encryption for all data in transit
- Supabase row-level security policies restricting data access to authorized users
- Stripe's PCI-compliant payment infrastructure (we never store raw payment card data)
- Railway hosting with standard infrastructure security controls
- Access controls limiting employee and contractor access to personal data

No system is perfectly secure. While we work to protect your information, we cannot guarantee absolute security. In the event of a data breach that affects your rights, we will notify you as required by applicable law.

Section 7. Cookies and Tracking Technologies

The Service uses minimal tracking technologies:

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- **Session tokens:** Used to keep you logged in to the editor dashboard. These are essential to Service operation and cannot be opted out of while using the Service.
- **reCAPTCHA:** Google's reCAPTCHA is used on song request forms to prevent spam. This may collect device and browser information and is subject to Google's Privacy Policy at policies.google.com/privacy.
- **Google Ads conversion measurement:** The requestingsongs.com homepage and the sign-in / sign-up pages use the Google tag to measure whether visitors who clicked one of our ads went on to create an account. Google may set cookies and collect device, browser, and page-visit information for this purpose. Ad personalization signals are turned off, so this is used for measurement only, not to build advertising profiles or show you personalized ads. You can manage Google's ad settings at adssettings.google.com, and Google's practices are described at policies.google.com/technologies/partner-sites.
- **Embedded demo video:** The homepage shows a demo video hosted on YouTube in privacy-enhanced mode (youtube-nocookie.com). Nothing loads from YouTube until you press play; once you do, YouTube's privacy policy applies to that playback (policies.google.com/privacy).

This tag is never loaded on artist request pages (requestingsongs.com/{username}). Fans who submit song requests are not tracked for advertising. Other than the measurement described above, we do not use third-party advertising cookies, social media tracking pixels, or behavioral analytics trackers.

Section 8. Children's Privacy

The Service is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13 without parental consent, we will delete that information promptly. If you believe we may have inadvertently collected such information, please contact us at support@requestingsongs.com.

Section 9. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

- **Access:** Request a copy of the personal data we hold about you
- **Correction:** Request correction of inaccurate or incomplete data
- **Deletion:** Request deletion of your personal data (subject to legal retention requirements)
- **Portability:** Request a copy of your data in a portable format
- **Opt-Out:** Unsubscribe from any marketing communications at any time

To exercise any of these rights, contact us at support@requestingsongs.com. We will respond within 30 days.

California Residents (CCPA/CPRA): California residents have additional rights under the California Consumer Privacy Act. We do not sell personal information. You may request to know, delete, or correct your data as described above. For questions specific to California privacy rights, contact support@requestingsongs.com.

EU/UK Residents (GDPR): If you are located in the European Union or United Kingdom, our legal basis for processing your data is your consent (for optional features such as Fan email opt-in) and the performance of our contract with you (for core Service features). You have the right to lodge a complaint with your local supervisory authority.

Section 10. DMCA & Intellectual Property Notices

The Company has registered as a DMCA Designated Agent (Registration No. DMCA-1072340, registered May 5, 2026) with the U.S. Copyright Office. If you believe that content on the Service infringes your copyright, please send a DMCA takedown notice to:

Kent Town LLC — DMCA Agent

Email: support@requestingsongs.com

Your notice must include: (1) identification of the copyrighted work claimed to be infringed; (2) identification of the infringing material and its location on the Service; (3) your contact information; (4) a statement of good faith belief that use is not authorized; (5) a statement of accuracy under penalty of perjury; and (6) your signature.

Section 11. Third-Party Links

The Service may include links to third-party websites or services (such as streaming platforms linked by Subscribers, or tip-jar platforms such as Venmo, PayPal, or Cash App linked by artists). We are not responsible for the privacy practices or content of those third parties. We encourage you to review their privacy policies before providing any personal information or making any payment.

Section 12. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the “Last Updated” date at the top of this Policy and, for material changes, notify you via email or a prominent notice within the Service. Your continued use of the Service after any changes constitutes your acceptance of the updated Policy.

Section 13. Contact Us

Kent Town LLC

Email: support@requestingsongs.com

Website: requestingsongs.com

Mailing address available upon request.

Addendum A — Approximate Location for Display Preferences

Added: October 1, 2026 · Operated by Kent Town LLC

Purpose of this Addendum

This Addendum supplements Section 2.2 (Information Collected Automatically) and Section 3 (How We Use Your Information) of the Requesting Songs App Privacy Policy. It describes one additional, specific use of the approximate location already disclosed in Section 2.2: setting the page's day/night theme to match your local daylight.

How It Works

When you load a performer's song request page, our editor dashboard, or any tipping page on the Service, our server reads the IP address of your request in memory and looks it up against a self-hosted MaxMind GeoLite2 database stored entirely on our application server. The lookup returns an approximate geographic location (typically city- or region-level accuracy). We use that approximate location to compute today's sunrise and sunset times for your area, and the page automatically displays in "day" (light) theme between sunrise and sunset, and "night" (dark) theme otherwise. You may override this at any time using the theme toggle in the page header.

Visitors in the EU, EEA, and United Kingdom

This feature is **disabled** for visitors whose IP address resolves to a country in the European Union, the European Economic Area (Iceland, Liechtenstein, Norway), or the United Kingdom. For those visitors, the server performs a single country-code check on the IP, returns a neutral response with no sunrise, sunset, or location-derived data, and the page falls back to a simple device-local 6:00 a.m. – 6:00 p.m. day/night schedule. No approximate location is computed, returned, or used for any purpose for those visitors.

What We Do Not Do

• We do **not** send your IP address to any third-party geolocation service for this purpose. The lookup runs entirely on our own server using a database we host ourselves.
• We do **not** store, log, or persist your IP address, latitude/longitude, or city in connection with this feature. The IP is read in memory for the duration of the request and then discarded.
• We do **not** return your IP, coordinates, or city to your browser. The response contains only the sunrise and sunset timestamps and a boolean indicating whether it is currently day or night.
• We do **not** use this approximate location for advertising, profiling, analytics tracking, or for any purpose other than choosing day/night theme.
• We do **not** share this approximate location with any third party.

Legal Basis

For visitors located in the United States, we rely on the disclosures in this Privacy Policy as our basis for this processing. As described above, the feature is disabled for visitors in the EU, EEA, and United Kingdom, so the GDPR and UK GDPR do not apply to the sunrise/sunset processing for those visitors. In the event the country-detection step fails to identify an EU/UK visitor and the feature runs anyway, we rely on our legitimate interest in providing a high-quality, accessible user experience (Article 6(1)(f) of the GDPR / UK GDPR) as a backstop legal basis; the processing is transient, non-identifying once the request

completes, and balanced against the very low impact on your rights and interests. You can disable the feature for your session at any time by using the manual theme toggle.

Your Choices

• You may override the automatic day/night theme on any page using the sun/moon toggle in the header. Your manual choice is stored only in your browser's local storage and is never sent to our server.
• You may block this lookup entirely by blocking the `/api/geo/sun` request in your browser or by browsing through a VPN or proxy. The page will still function; it will fall back to a default day/night schedule.
• To exercise any of your rights under applicable privacy law (access, deletion, correction, etc.), or for any privacy questions, contact us at support@requestingsongs.com.

All other terms of the Privacy Policy remain in full effect. In the event of any conflict between this Addendum and Section 2.2 or Section 3 of the Privacy Policy, this Addendum controls solely with respect to the use of approximate location for day/night theme.

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Addendum B — Request Limits and Abuse Protection

Added: October 5, 2026 · Operated by Kent Town LLC

Purpose of this Addendum

This Addendum supplements Section 2.2 (Information Collected Automatically) and Section 7 (Cookies and Tracking Technologies). It describes how we use information already disclosed there to keep song request pages working and to protect the Service from spam and automated abuse.

Browser Storage on Song Request Pages

• **Request counter.** A small counter is stored in your browser's local storage to apply the performer's request limit. It stays on your device and is not sent to us.
• **Browser ID.** A random identifier is stored in your browser's local storage and sent with each song request. It contains no personal information. It lets a performer block one browser that is sending unwanted requests without blocking other guests who share the same Wi-Fi network.
• These items are strictly necessary for the request feature and abuse protection. They are not used for advertising or tracking across other websites. You can delete them at any time by clearing your browser's site data.

IP Address Log for Abuse Protection

When a song request is submitted, we record the IP address, the time, the performer page, and the browser ID. We use this record only to enforce request limits and to detect spam or automated activity (for example, unusually high volume or tampering with a request page). These records are deleted automatically after 45 days.

Blocked IP Addresses

If an IP address is blocked for abuse, the IP address and a record of the activity that caused the block are kept while the block is active, so the block keeps working. They are deleted 45 days after the block is removed.

Your Choices

To ask about or exercise your privacy rights (access, deletion, correction, etc.), contact us at support@requestingsongs.com.

All other terms of the Privacy Policy remain in full effect. In the event of any conflict, this Addendum controls solely with respect to request limits and abuse protection.

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Addendum C — How You Found Us (Marketing Measurement)

Added: October 8, 2026 · Operated by Kent Town LLC

Purpose of this Addendum

This Addendum supplements Section 2.2 (Information Collected Automatically), Section 3 (How We Use Your Information), and Section 7 (Cookies and Tracking Technologies). It describes how we measure which of our own marketing efforts bring visitors and new Subscribers to requestingsongs.com.

Where This Applies

This measurement runs only on the requestingsongs.com homepage and the sign-in / sign-up screen. It never runs on artist song request pages (requestingsongs.com/{username}), and Fans who submit song requests are not measured or tracked.

What We Record

• **When you create a Subscriber account:** we save, with your account, a general description of how you arrived (for example “Google Ads,” “Google search,” “Referral link,” or “Direct”); if you arrived from one of our ads, the ad campaign and search keyword included in the ad link; and the name of the referring website, if any (for example “google.com”), but not the full web address you came from.

• **Anonymous visit totals:** when someone opens the homepage, we add one to a daily total for the general source of the visit (for example “Google search”). These totals contain no IP address, no device or browser identifier, and nothing that identifies a person.

• **Browser storage:** to avoid counting the same visit twice and to remember the source until you finish signing up, a small note is kept in your browser’s session storage. It stays on your device, is cleared when you close the tab, and is not a cookie.

How We Use It

We use this information only to understand which of our own advertising, search listings, and referral programs are working, so we can decide where to spend our marketing budget. It is visible only to Kent Town LLC. We do not sell it, share it with third parties, use it for advertising profiles or remarketing, or combine it with information from other websites.

Retention

The sign-up source is kept with your Subscriber account and is deleted with your account as described in Section 5. Anonymous daily visit totals contain no personal information and may be kept for reporting.

Your Choices

You can block the measurement by blocking the /api/visit request in your browser or by clearing your browser’s session storage; the site works the same either way. To ask about or exercise your privacy rights (access, deletion, correction, etc.), contact us at support@requestingsongs.com.

All other terms of the Privacy Policy remain in full effect. In the event of any conflict, this Addendum controls solely with respect to marketing measurement described above.

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Addendum D — Ambassador Tier Reference Update

Added: October 8, 2026 · Operated by Kent Town LLC

In Section 5 (Data Retention), the reference to “Tier 3 (complimentary) ambassador accounts” now refers to Tier 5 (complimentary) ambassador accounts, matching the current tier structure described in the Terms of Service. No other part of this Privacy Policy changes, and no new information is collected.

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Addendum E — Email, Providers, and Data Retention

Added: October 28, 2026 · Operated by Kent Town LLC

Purpose of this Addendum

This Addendum updates Section 3 (How We Use Your Information), Section 4 (Information Sharing), and Section 5 (Data Retention) to match how the Service currently delivers email and keeps account data.

Email Delivery

References to EmailJS in Sections 3 and 4 are updated as follows. We send Service emails (for example, email verification, password resets, song request notifications, trial and billing reminders, and support form messages) through **Postmark** (postmarkapp.com). While we finish moving to Postmark, **EmailJS** (emailjs.com) remains in place as a backup and is used only if Postmark cannot deliver a message; emails sent through the backup are delivered through Google's Gmail service. Our email providers keep a copy of sent messages for a limited time to deliver them and troubleshoot delivery problems. We have turned off email open and link-click tracking.

Emails that contain a Subscriber's account information or Fan song requests are sent only to that Subscriber's own email address.

Additional Service Provider

The list of service providers in Section 4 also includes **Cloudflare** (cloudflare.com), which provides domain name (DNS) services for requestingsongs.com and forwards email sent to our requestingsongs.com addresses.

Data Retention

The first three items of Section 5 (Subscriber account data, song catalogue and profile data, and the timing of deletion after an account ends) are replaced with the following:

• **If you delete your account.** When you use **Cancel Account** in your account settings, your account, profile, song catalogue, and settings are deleted right away and cannot be recovered, and any active subscription is canceled immediately.
• **If your trial or subscription ends.** If your free trial ends without a subscription, or you cancel your subscription but keep your account, your account and its data are kept so you can sign back in and subscribe later. We keep it until you delete your account or ask us to delete it. If we ever decide to remove inactive accounts, we will email the address on the account first and tell you the date it will happen.
• **Fan data.** Fan song request data and opt-in email addresses are kept while the associated Subscriber account exists and are deleted within 90 days after that account is deleted.

The rest of Section 5, including payment records and complimentary ambassador accounts, is unchanged. You may ask us to delete your data at any time at support@requestingsongs.com.

All other terms of the Privacy Policy remain in full effect. In the event of any conflict, this Addendum controls solely with respect to email delivery, the service providers listed above, and data retention.

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